



QMS LATC COURSE AGENDA

QUALITY MANAGEMENT SYSTEM – ISO 9001:2015 LATC

Day 1

Time	Topic
08.30 hrs	Introduction
	Overview of course structure and learning objectives
Morning break	Chapter 1 "AUDIT -> ICE-BREAKING" INTRODUCTION SESSION – Participants Introductions – Exercise 1
	Chapter 2 - Introduction about Annex SL
	Common Terms & Definitions in Annex SL- Exercise 2
	Chapter 3 - Introduction to QMS
	Terms and Definitions in Quality - Exercise 3
Lunch	Principles and concepts of quality, quality management and quality management systems
	Fundamentals of quality management and ISO 9000 series of standards
	Explain the 7 principles of quality management- Exercise 4
Afternoon break	Explain the elements of the PDCA cycle and Process approach & Apply the PDCA cycle to a simple process – Exercise 5
	Chapter 4 - Introduction to System Audit & Principles of auditing
	Chapter 5 - Auditing Quality Management System as per ISO 9001:2015
	Structure of ISO 9001:2015 within the process model for management systems
	Start of Document Audit (Stage 1) – Good Glass Company Apex Documented Information
18.00 hrs	Auditing the requirements of ISO 9001:2015 (Clause 1 to-3) – Exercise 6
	Auditing the requirements of ISO 9001:2015 (Clause 4) – Exercise 7
	Auditing the requirements of ISO 9001:2015 (Clause 5) – Exercise 8
	Wrap-up Day 1

Day 2

Time	Topic
08.30 hrs	Welcome back and review of Day 1
	Review of Day 1 objectives and topics
Morning break	Auditing the requirements of ISO 9001:2015 (Clause 6) – Exercise 9
	Auditing the requirements of ISO 9001:2015 (Clause 7) – Exercise 10
	Auditing the requirements of ISO 9001:2015 (Clause 8) – Exercise 11
Lunch	Auditing the requirements of ISO 9001:2015 (Clause 9) – Exercise 12
	Auditing the requirements of ISO 9001:2015 (Clause 10) – Exercise 13
Afternoon break	End of Document Audit (Stage 1) – Good Glass Company Apex Documented Information
	Chapter 6 – Audit Activities
	Facts & Inferences – Exercise 14
18.00 hrs	Wrap up Day 2



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Day 3

Time	Topic
08.30 hrs	Welcome back and review of Day 2
	Review of Day 2 objectives and topics
Morning break	Attributes, Competence, Roles, and Responsibilities required of MS auditors
	Audit Preparation - Audit Program – Exercise 15
Lunch	Audit Preparation - Audit Checklist – Exercise 16
	Introduce on-site (Stage 2) Activities
Afternoon break	Audit questioning techniques, gathering and verifying information, taking notes and handling difficult situations
	Group presentation – Framing NC's & 6 Case Scenarios- Exercise 17
18.00 hrs	Practice interview and audit techniques- Exercise 18
	Wrap up Day 3

Day 4

Time	Topic
08.30 hrs	Welcome back and review of Day 3
	Review of Day 3 objectives and topics
Morning break	Practice interview and audit techniques (Cont.)- Exercise 18
	Audit Report Preparation – Exercise 19
Lunch	Audit Life Cycle Closure – Review of Corrective Actions for NC's – Exercise 20
	Sample Exam Discussions
Afternoon break	Session for Open discussions
	Wrap-up Day 4

Day 5

Time	Topic
08.30 hrs	Welcome back and review of Day 4
	Final questions & Clarifications
	Course Feedback Form
11:00 hrs	Introduction to the exam
	Exam
	End of course